

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

# DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od\_or \_\_\_\_\_

ri\_dt \_\_\_\_\_

od\_rt \_\_\_\_\_

up\_tr \_\_\_\_\_

Reference No.

10009443

## OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Street No. \_\_\_\_\_ Apt. No. \_\_\_\_\_  
City LONG BEACH State MS Zip Code \_\_\_\_\_

RECEIVED  
25 Feb 03  
AM 10:08  
OFFICE  
DEFECTS INVESTIGATION

Daytime Telephone Number \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_

Date 02/10/03

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits)	(Located at bottom of windshield on driver's side)	Make <u>MERCURY</u>	Model <u>GRAND MARQUIS</u>	Year <u>1997</u>
<u>2ME LM 74W SVX 664195</u>				
Purchased Date <u>DEC 97</u>	Dealer's Name <u>ASTRO LINCOLN-MERCURY</u>	Engine Size (CID/CCL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>GULFPORT</u>	State <u>MS</u>	Zip Code <u>39501</u>	No. Cylinders <u>8</u>
Manufacture Date (on driver's door or pillar) <u>02/97</u>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driveway Air Bag <input type="checkbox"/> Motorcyclist <input checked="" type="checkbox"/> Passenger Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive/Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name <u>FRONT SUSPENSION LOWER CONTROL ARMS TRANSMISSION CATALYTIC CONVERTER</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--	---

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name				
Complete Tire Size	DOT No.				
No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
--	---	---------------------------------------	----------------------------------	---

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):  
 ① At 20 miles transmission chatter commenced at 30-40 MPH - Dealer now immediately what to fix and added an aux. friction cooler - manufacturer should have recalled for this failure.  
 ② At 30k miles catalytic converter failed - replaced under pollution control system warranty.  
 ③ From the beginning front suspension lower control arms very noisy/whirl flexed. There are no grease fittings to lube this joint. Dealer would not replace them. Lower control arms might be a safety issue.  
 All of these failures are as a result of design and/or manufacturing faults.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.